

Detroit Water and Sewerage Department

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Meeting Agenda - Final

Wednesday, March 6, 2019

2:30 PM

Customer Service Committee Meeting

5th Floor Board Room, Water Board Building

Customer Service Committee

1. CALL TO ORDER
2. ROLL CALL
3. APPROVAL OF AGENDA
4. APPROVAL OF MINUTES

February 6, 2019

5. PUBLIC PARTICIPATION
6. COMMUNICATIONS

None

7. UNFINISHED BUSINESS

New Administrative Policy (18-0095)

8. NEW BUSINESS

- A. 19-0062 Metrics

Sponsors: Gabon

Attachments: [Metrics-2.28](#)

- B. Customer Service Update

Real Estate Closing Discussion

- C. 19-0063 Customer Service Quality Assurance

Sponsors: Gabon

Attachments: [CSC Quality Assurance](#)

- D. Revised Planning Calendar (17-0127)

9. OTHER MATTERS

10. NEXT MEETING

April 3, 2019

11. ADJOURNMENT